USER MANUAL

BBC SYMPHONY ORCHESTRA PIANO

CORE

CONTENTS

INTRODUCTION

In partnership with BBC Studios and the world-famous BBC Symphony Orchestra, our new addition, BBCSO Piano, faithfully captures the live concert sound of a pristine Steinway Model D grand, recorded at the iconic home of the BBC Symphony Orchestra, Maida Vale Studios — also host to The Beatles, Hendrix, Bowie, and countless film scores.

Recorded in concerto position in Studio One, this highly expressive piano has been captured with the same expertly curated microphone positions, designed to blend seamlessly with the orchestra. Whether paired with the BBC Symphony Orchestra or as a standalone instrument, BBCSO Piano promises to provide a rich, authentic piano sound suited to any genre.

QUICK SPECS

MAC SYSTEM REQUIREMENTS

Mac OS X 10.15 to OS 12

Minimum: 2.8GHz i5 minimum (quad-core), 8GB RAM.

Recommended: 2.8GHz i7 (six-core), 16GB RAM.

M1 Apple computers are supported and 64 bit DAW required.

PC SYSTEM REQUIREMENTS

Windows 10 (latest Service Pack, 64-bit)

Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM

Recommended: Intel 2.8GHz i7 (six-core) or AMD R7 2700, 16GB RAM

- Download Size: 2.81GB
- Disk space required during install: 2.9GB
- Dedicated plugin (AU, VST2, VST3, AAX)

WELCOME

Core has been curated to offer a streamlined piano package, featuring one bespoke mix signal and full controls — fully interchangeable with our Discover and Professional editions.

Since its release in 2019, the BBCSO Orchestra library has become a core staple in the musical journey of thousands of composers, producers and musicians worldwide. With this new grand piano, we're enabling users at any level to further expand on their virtual orchestra — with a path to upgrade to new features and sonic possibilities when you're ready, through Spitfire's innovative mode switching technology. This feature also makes it easier than ever to share and collaborate with fellow composers, regardless of which edition they own.

ONE PIANO, THREE EDITIONS

A universal starting point for composers and music creators of every level, BBCSO Piano comes in three editions: Professional, Core and our trial version — Discover.

Discover: Get to know the BBCSO Piano with our lite version, integrated into the BBCSO Discover orchestral plugin — featuring limited sampling depth and one signal
Core: full sampling depth and controls, with one curated Mix signal
Professional: full sampling depth, two mixes and the full range of signal options (15 in total), including hammer and pedal volume control

MODE SWITCHING

It's now easier than ever to share and collaborate with fellow composers, collaborators and directors — whatever edition of BBCSO Piano you own. Our groundbreaking mode switching technology makes each edition of BBCSO Piano and BBC Symphony Orchestra interchangeable, so you can mock up your scores quickly and with ease.
For example, start writing a piece of music using Discover, and finish it in the Core or Professional edition, with a fuller range of signals, controls and versatility. It also works the other way around: write a piece in the Professional edition and a collaborator can open it in Discover, play what you've written (with the sounds intelligently substituted), and add to it. When you reopen their edited version, you will hear their additions alongside your original composition – with your full selection of signals.

MAIDA VALE STUDIOS

The iconic Maida Vale Studios holds a rich history, having been at the centre of BBC music since 1934 when it became home to the BBC Symphony Orchestra. Built in 1909, it was originally the largest indoor roller-skating rink in Europe, before being transformed into seven unique sound studios. From The Beatles to Beyoncé, Led Zeppelin to Bowie, from the Undertones to the swansong of the late Bing Crosby, from the era-defining John Peel Sessions to Radio 1 Live Lounge: over the last 75 years, Maida Vale has captured the performances of more famous artists than any other. Responsible for some of the most influential and innovative developments in music technology and electronic music, including the BBC Radiophonic Workshop, it's also renowned for its impressive gear list, including a diverse range of equipment from various eras and technologies — a unique combination of vintage gear, custom BBC designs, and state-of-the-art digital equipment — making it the preferred recording destination for countless musicians.

THE BBC SYMPHONY ORCHESTRA

The BBC Symphony Orchestra is the musical beating heart of the BBC itself - the oldest entertainment organisation in the world, trusted and respected globally. The BBC Symphony Orchestra has been performing for nearly a century, and is at the forefront of championing new orchestral music and composers at the BBC Proms and beyond, selling out concert halls the world over.

In the spirit of the BBC's founding values — to inform, educate and entertain — we've created a frequently updated range of free resources designed for the next generation of producers, composers and musicians — from templates, to tutorials, to score breakdowns.
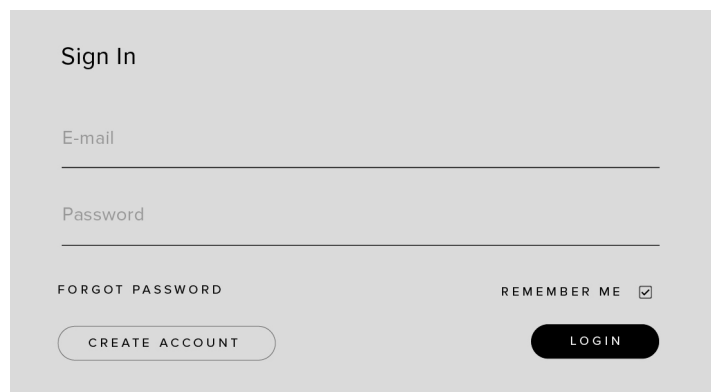
DOWNLOADING & INSTALLING

Thank you for buying BBC SO Piano Core. If you are new to Spitfire Audio, you can get up to speed here: https://www.spitfireaudio.com/about/

First though, grab the 'Spitfire Audio App' from this link, this app will enable you to download the library: http://www.spitfireaudio.com/info/library-manager/

THE SPITFIRE AUDIO APP

When you launch the app you will be prompted to login using the same details you use at our site. Then you'll see the page pictured below:
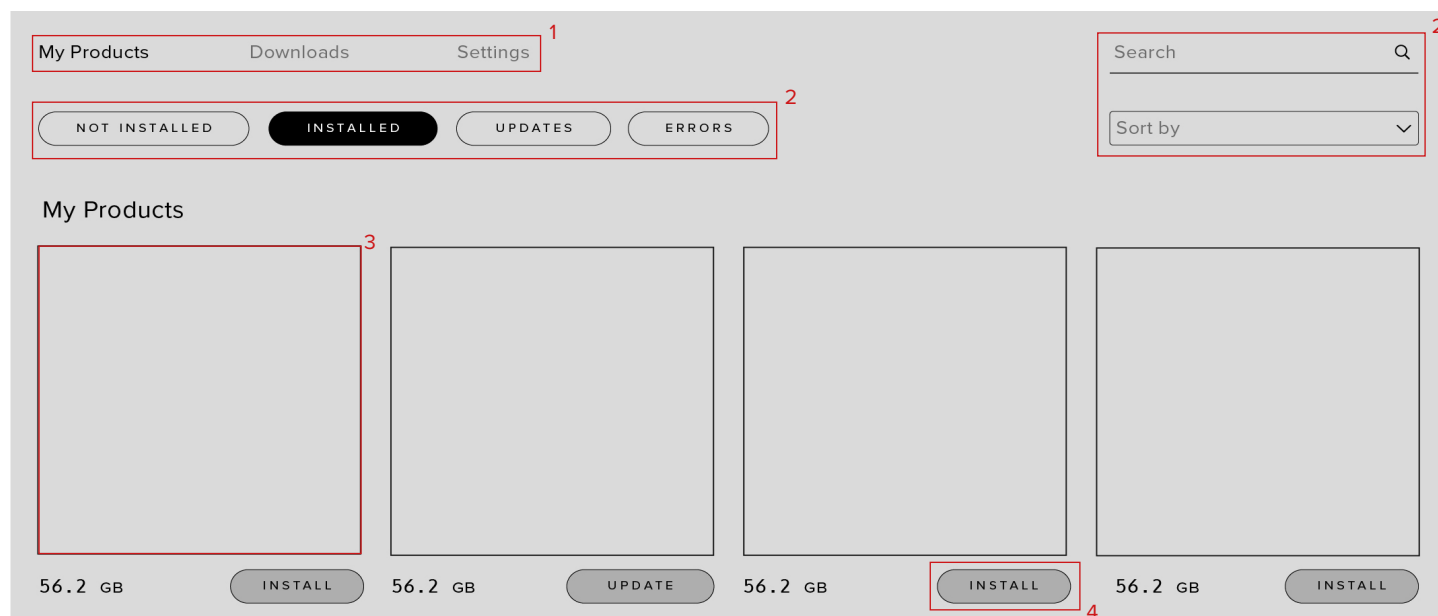
Sign In

E-mail

Password

FORGOT PASSWORD   REMEMBER ME ☑

CREATE ACCOUNT   LOGIN

1. TABS the default tab is My Products, which shows all of the libraries on your Spitfire Account. Downloads will show currently downloading products.
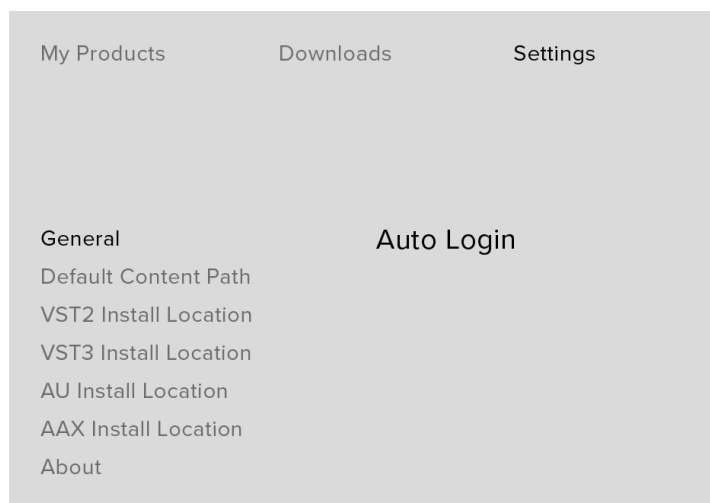
2. FILTERS Clicking these filters will quickly display products you've yet to install, those already installed, and any available updates. Clicking again will remove the filter.

3. LIBRARY All libraries and plugins in your collection will appear with their artwork on the My Products tab. Clicking this artwork will open the product page. This is a great place to find information such as system requirements and instructions as well as Reset and Repair options.

4. INSTALL/UPDATE buttons allow you to quickly start a download directly from the My Products tab, instead of clicking through to the Library. Next to the button the size of the download is shown.
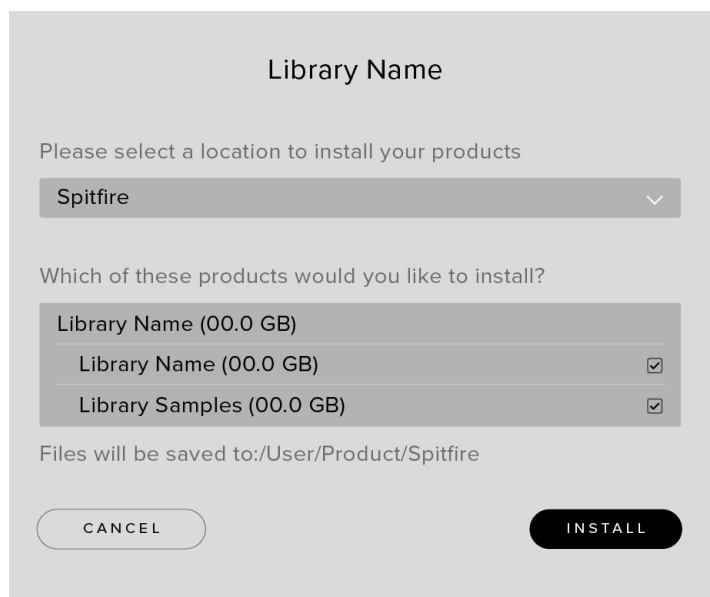
My Products	Downloads	Settings		Search	🔍

NOT INSTALLED	INSTALLED	UPDATES	ERRORS	Sort by	⌄

My Products

56.2 GB INSTALL	56.2 GB UPDATE	56.2 GB INSTALL	56.2 GB INSTALL

THE SPITFIRE APP PREFERENCES

My Products	Downloads	Settings

General

Default Content Path

VST2 Install Location

VST3 Install Location

AU Install Location

AAX Install Location

About

Auto Login

If this is your first time using the Spitfire Audio App for a download you may wish to first navigate to the Settings tab. Here you can set the Default Content location for where you wish to download your libraries. You can also you can set the default VST2 install location to the folder where your DAW expects to find VST files.
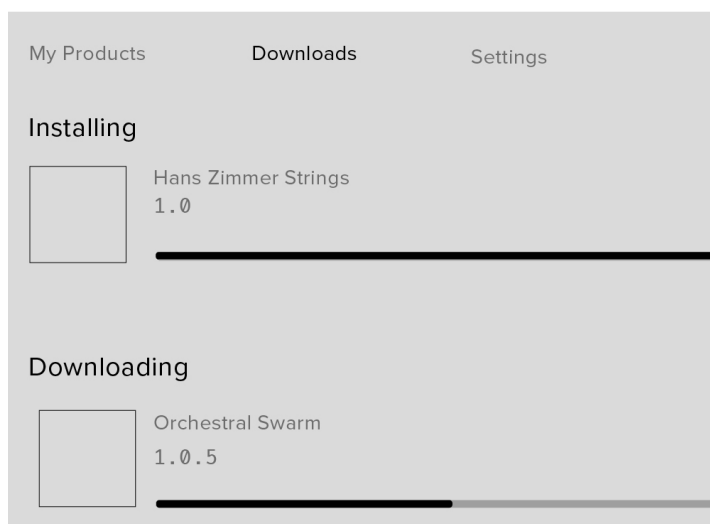
Here you can also enable Auto Login to save time in future.

Library Name

Please select a location to install your products

Spitfire ⌄

Which of these products would you like to install?

Library Name (00.0 GB)

Library Name (00.0 GB) ☑

Library Samples (00.0 GB) ☑

Files will be saved to:/User/Product/Spitfire

CANCEL   INSTALL

Once you are happy with your preferences, simply click the Install button for the library. This is either directly on My Products tab under the library artwork, or it can be found by clicking on the library image and clicking the install button on the page that appears.

Clicking either of these will prompt you for a location, the default content location in your preferences will be suggested but you can select any suitable location. If installing from a hard drive, ensure that you choose the drive as the location.

Once you are happy with the location click Download.

My Products	Downloads	Settings

Installing

Hans Zimmer Strings
1.0

Downloading

Orchestral Swarm
1.0.5

After clicking install you will be directed to the Downloads tab where you can watch the progress if you like. You can of course leave the Downloads tab and start other downloads but at this point you should leave the Spitfire App open until the download completes.

THE DEDICATED PLUGIN

The BBC Symphony Piano in itself is not a dedicated plugin. The Piano content opens inside the BBC Symphony Orchestra Plugin - this is installed automatically from the Spitfire App.

BBC Symphony Orchestra is its own, self contained plugin built for VST, AU and AAX, so once you've downloaded and installed you're ready to go.

LOGIC PRO X

• On a fresh project, a track dialogue box will automatically pop up

• Choose 'Software Instrument', and then look beneath the 'Instrument' dropdown

• Select AU Instruments > Spitfire Audio > BBC Symphony Orchestra.
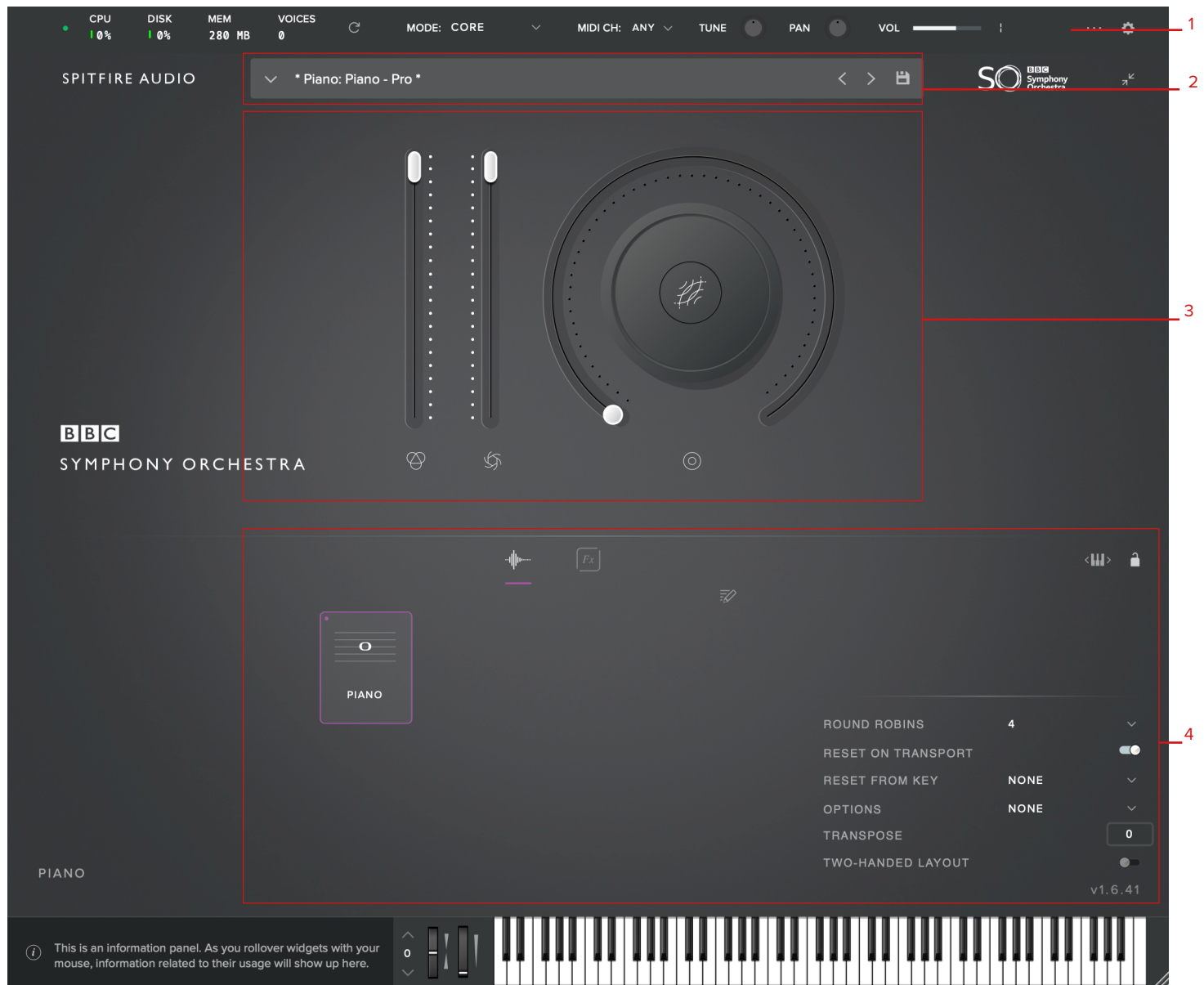
CUBASE

• Right-click the track window and choose 'Add Instrument Track'

• Underneath the 'Instrument' dropdown, choose BBC Symphony Orchestra

• Select 'Add Track'

PRO TOOLS

• Go to the 'Track' menu at the top of the screen, and select 'New'

• In the pop-up, select Stereo and Instrument Track, and press 'Create'

• In the first Insert slot, select multichannel plug-in and 'Instrument'

• You should see the BBC Symphony Orchestra available as an option

HAVE A LOOK AROUND

THE BBC SYMPHONY ORCHESTRA INTERFACE

OPENING YOUR FIRST PRESETS

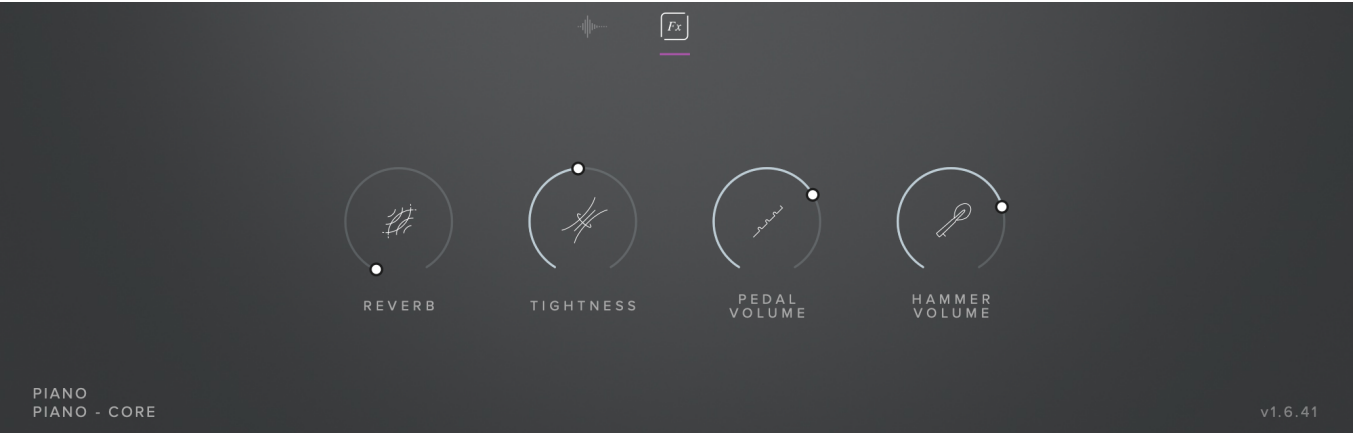When you first open BBC Symphony Orchestra, this is what you will see.

1. TOP MENU

2. PRESET SELECTOR

3. MAIN CONTROLS

4. TECHNIQUE SELECTOR

5. CONTROLLERS
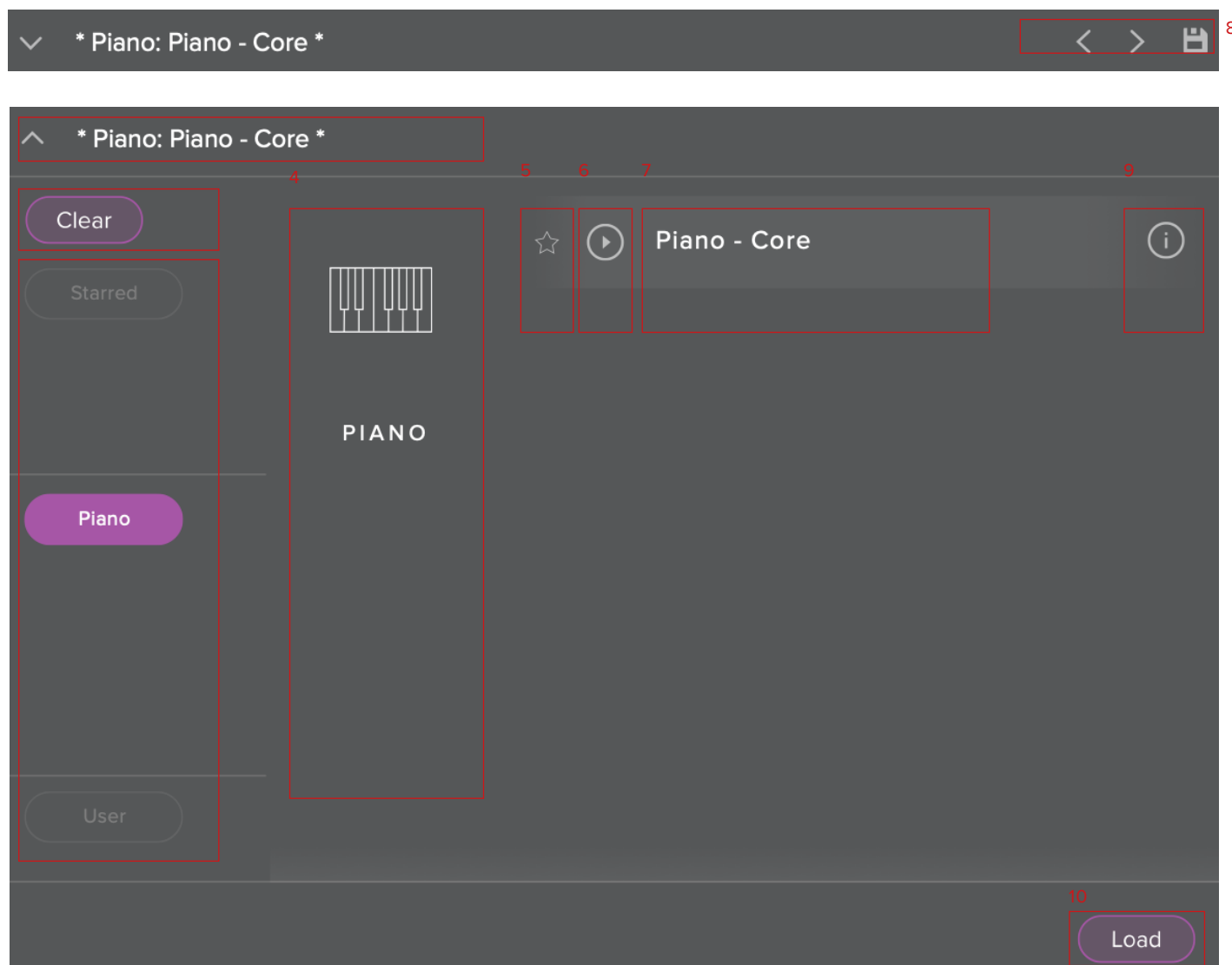

REVERB   TIGHTNESS   PEDAL VOLUME   HAMMER VOLUME

PIANO
PIANO - CORE

v1.6.41

6. KEYBOARD & INFO

PIANO - An orchestral grand piano perfect for enhancing your symphonic scores

0

1. PRESET NAME

Here you can see the currently selected preset.

2. CLEAR FILTERS

Click here to show all instruments at once.

3. FILTERS

Click on a filter to only show those preset grouped by the filter.

4. INSTRUMENT GROUP

As you scroll through the available presets, the instrument group is displayed here.

5. STAR

Favourite to add to the "starred" filter.

6. PREVIEW

Play back a short example of the preset without having to load it! Enormously helpful when choosing a sound.

7. PRESET LIST

Scroll through the list of presets here. Double-click to load a preset or click the 'Load' button.

8. NEXT, PREVIOUS AND SAVE

With the presets view collapsed, you will be able to see the Next, Previous and Save icons.

Next and Previous will simply send you to the next available preset - if you have a filter enabled, you will scroll through the filtered set of presets.

Save allows you to save your own preset, click save, name the preset and it will appear under the "user" filter.
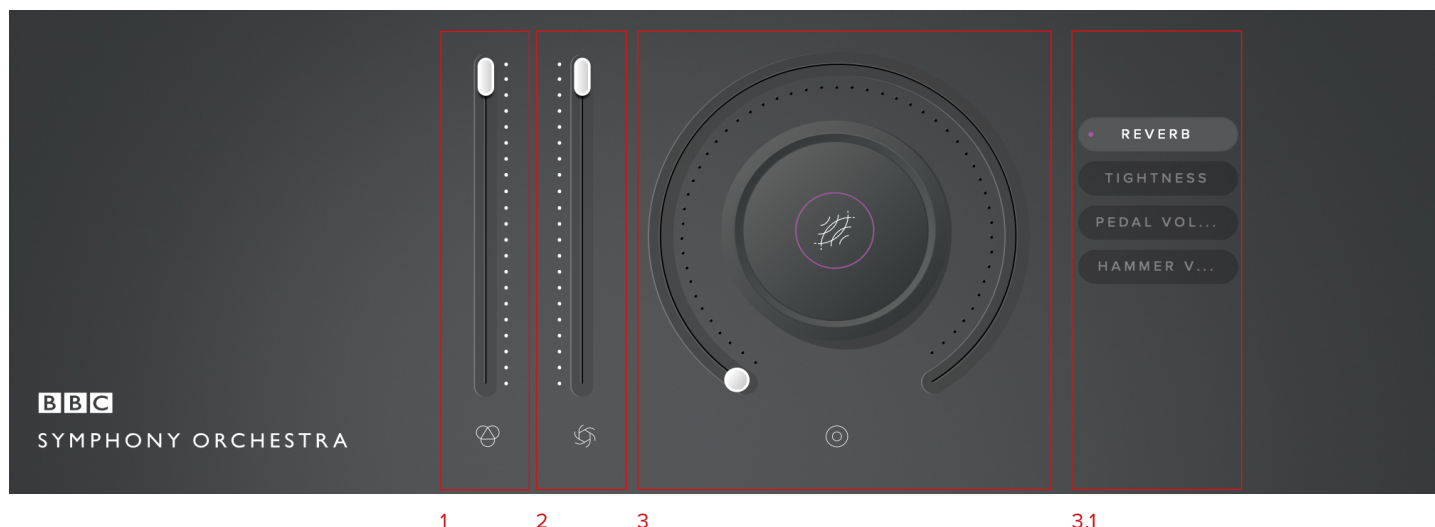
9. INFORMATION

Hover over on the "i" icon to see some information about the preset.

10. LOAD

Select a preset and then press "load" (or double-click the preset).

MAIN CONTROLS

1. VOLUME

Often referred to as "Expression" in our Kontakt Libraries, this is a simple level control for you to adjust along with...

2. DYNAMICS

Adjust the dynamic layer that you are playing here, use in conjunction with the volume to make your performances sound so much more musical than before!

3. KNOB

The configurable knob allows you to control any of the other available parameters for the particular technique.

Hover over the knob and it will turn black.

3.1 CLICK: Click and you will be able to assign any of the remaining available controls to the knob.

Right click on any of these controls to assign them to a MIDI controller. Remember that if you assign a MIDI controller to a parameter via the knob, the MIDI controller will follow the parameter rather than being permanently assigned to the knob.

Reverb: Increase to add reverberation to the sound.

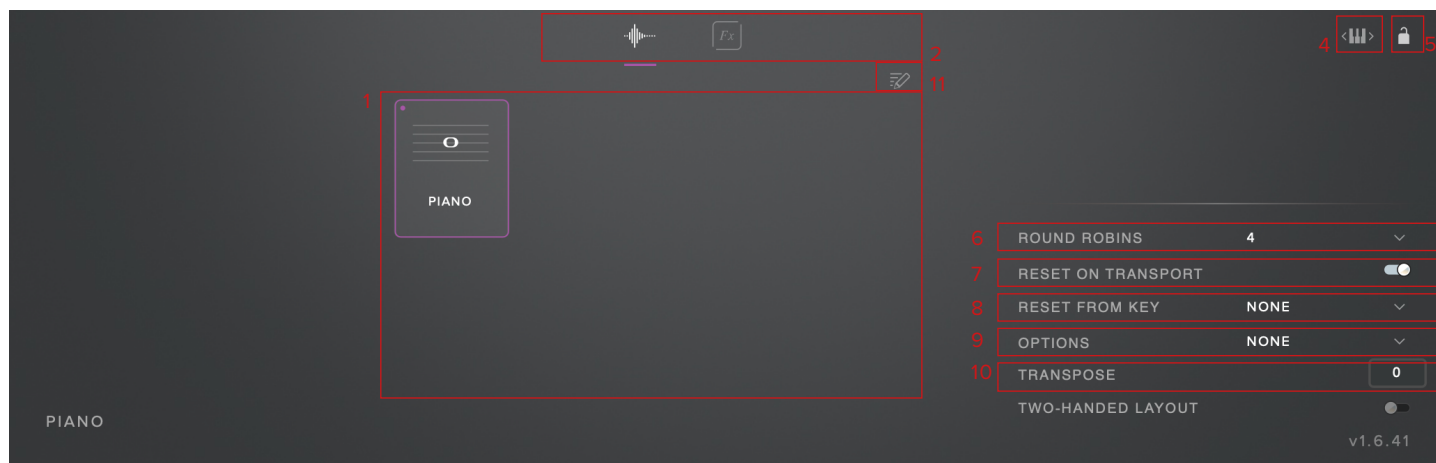**Tightness:** The start of a short note is often not the start of the 'sound' of the instrument.

This control cuts further into the note to make it tighter but can detract from realism

Many users turn up the tightness when recording in MIDI notes, turning it back down and using a negative delay on the track in the DAW for tighter timing.

Pedal Volume: Increase to hear the sound of the pedal lifting up and down when you use the sustain pedal.

Hammer Volume: Increase to hear the sound of the Piano Hammers moving.

TECHNIQUE SELECTOR

1. TECHNIQUE SWITCHER

Click to select a technique. Shift-Click to select multiple techniques. The red dot in the top left shows which technique(s) will play, the black outline shows which technique will be affected by any changes you make to the other options in this page.

2. VIEW SELECT

Choose between the Technique Selector, Mixer and Effects. The Mixer and Effects are covered in different chapters of this manual.

3. TECHNIQUE NAVIGATION

This option is visible when more than 8 articulations are available. Click the right arrow to access additional techniques.

4. KEYSWITCH ADJUST

Click and drag to move the keyswitches to the left or right on your keyboard.

5. LOCK

Click here to lock off the technique section and prevent any unwanted changes.

6. ROUND ROBINS

Round robins are a way to ensure that repeated notes don't sound robotic and unnatural. We record the same note multiple times and then cycle through them. Here you can choose to reduce the number of round robins that are being used.

7. RESET ON TRANSPORT

If you're worried about the effect of the round robins making each run through of your session sound different, you can choose to reset the round robins using the DAW transport.

8. RESET FROM KEY

You can also reset the round robins using a keyswitch. Choose that keyswitch here.

9. OPTIONS

<u>NEIGHBOUR ZONE RR</u>: Double the number of round robins by "stealing" notes from neighbouring notes and transposing them to match the pitch.

<u>LAYER X2</u>: Thicken the sound by layering round robins on top of one another. This option will play round robins 1/2 followed by 3/4, effectively halving the number of round robins.

<u>LAYER X2 (NO SKIP)</u>: Same as above but this time you will be playing 1/2 followed by 2/3 and so on, meaning that you will not halve the number of round robins available.

<u>LAYER +2</u>: This option will play the round robins from the tone above the key played but transposed down so that it plays at the right pitch.

<u>LAYER -2</u>: This option will play the round robins from the tone BELOW the key played but transposed UP so that it plays at the right pitch.

Transpose the instrument up or down in 1 semitone increments. This control does not stretch the samples, but instead transposes the incoming MIDI notes.

To adjust samples, use the tune knob explained on page <u>19.</u>
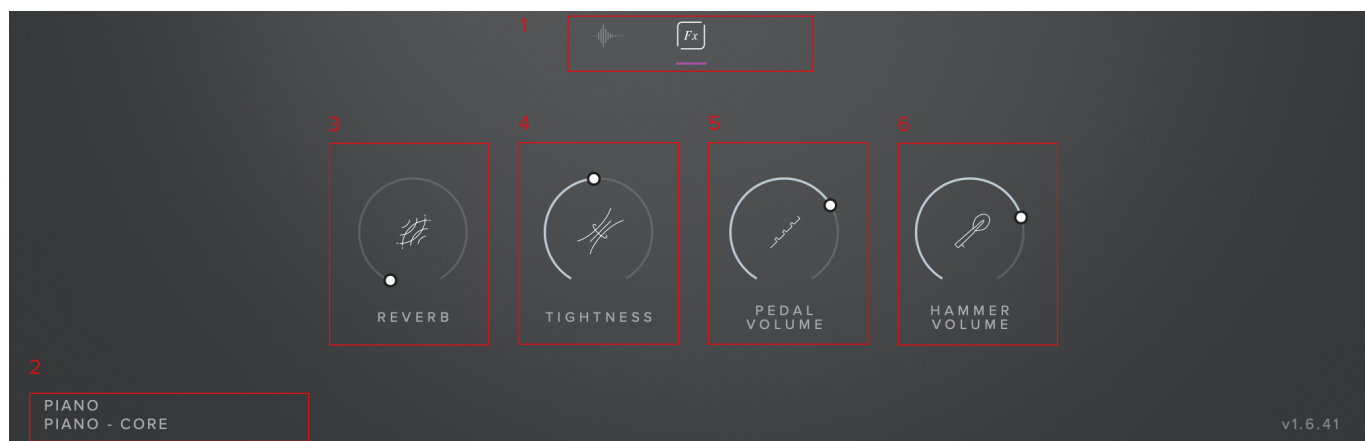
10. TRANSPOSE

Transpose the instrument up or down in 1 semitone increments.

11. TECHNIQUE EDITOR

Opens the Techniques Editor, allowing you to customise and edit your preset.

NOTE: "Two handed layout as show in the screenshot on pg.13 is not available for the piano library.

EFFECTS

1. VIEW SELECT

Choose between the Technique Selector, Mixer and Effects, the Technique Selector and Mixer are covered in different chapters of this manual.

2. TECHNIQUE NAME

3. REVERB

You can add additional reverb to the sound here.

4. TIGHTNESS

The start of a short note is often not the start of the 'sound' of the instrument.

This control cuts further into the note to make it tighter but can detract from realism

Many users turn up the tightness when recording in MIDI notes, turning it back down and using a negative delay on the track in the DAW for tighter timing.

5. PEDAL VOLUME

Increase to hear the sound of the pedal lifting up and down when you use the sustain pedal.

6. HAMMER VOLUME

Increase to hear the sound of the Piano Hammers moving on release.

TOP MENU

1. LED

Shows when an instrument is loaded by lighting solid green. If this flashes, your instrument is not fully loaded.

2. CPU METER

An indication of how much your CPU is being taxed, the green flash next to the CPU meter will turn red when you are overloading it.

3. DISK METER

How hard your hard drive is working. If this is close to, or going over 100% it's time to consider a faster drive.

4. MEMORY

This shows how much RAM you are currently using in this instance of BBC Symphony Orchestra. While the preset is loading, this will show the instrument loading into memory.

5. VOICES

Shows how many voices are being used at any one time.

6. REFRESH

Refresh the instrument. This can be useful if you have hanging MIDI notes or have moved samples in your file system.

7. MIDI CH

Set the MIDI channel that will control the instrument here. If in doubt select "any I" so that the instrument will react to any incoming MIDI messages.

9. TUNE

Move this knob to tune in semitone increments, shift-click to move in increments of 0.01 of a semitone. Alt-click to reset to default.

10. PAN

Pan the whole plug-in left and right in the stereo field. Alt-click to reset to centre.
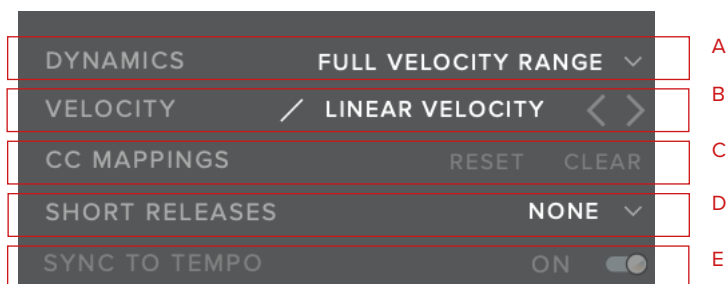
11. VOLUME

Control the overall volume of the instrument.

12. LEVEL

A visual indication of the level of the instrument.

13. PRESET SETTINGS

A. VELOCITY MAPPED TO DYNAMICS

Different behaviours for the Dynamics fader.

1)   Full Velocity Range.
2)   Velocity Mapped to Dynamics.
3)   Compressed Velocity High.
4)   Compressed Velocity Low.

These settings will change how hard you need to hit the keyboard to trigger different layers. Velocity mapped to dynamics will allow you to control short note velocity with the mod wheel.

B. VELOCITY

Pick from 4 different velocity curves to suit your controllers touch.

C. RESET AND CLEAR CC MAPPINGS

Clicking reset will set all of the CC mappings for this instrument to the defaults - useful if you've got yourself in a mess!

Clear will remove all CC mappings on the plugin.

D. SHORT RELEASES
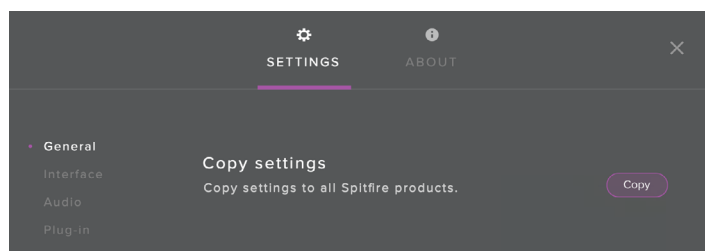
Alter the release trigger behaviour.

Timed releases play a release trigger and cut off the original sample if the note on/off duration is less than 300ms.

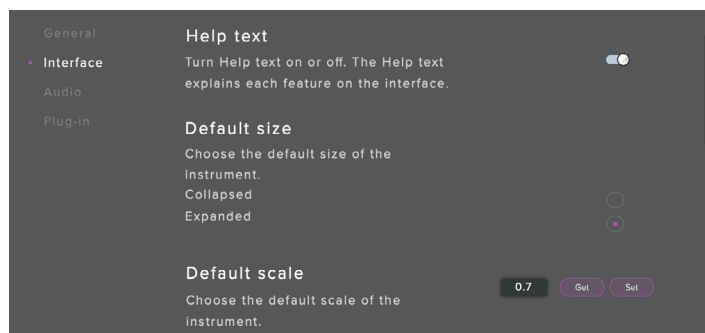Untimed releases plays the release regardless of time.

E. SYNC TO TEMPO

Sync to your host BPM. Not available in this library.

13. PLUGIN SETTINGS

COPY SETTINGS
Common controller values will copy to other Spitfire plugins.

HELP TEXT

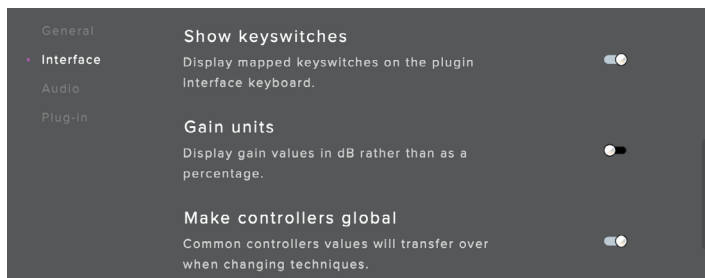Turn this on to display parameter information in the bottom left corner of the plug in.

DEFAULT SIZE

Set whether the instrument opens up collapsed or expanded by default.

DEFAULT SCALE

How big the plugin UI is when opened. Press "get" to set the current scale or type a value before pressing "Set" and "Save"
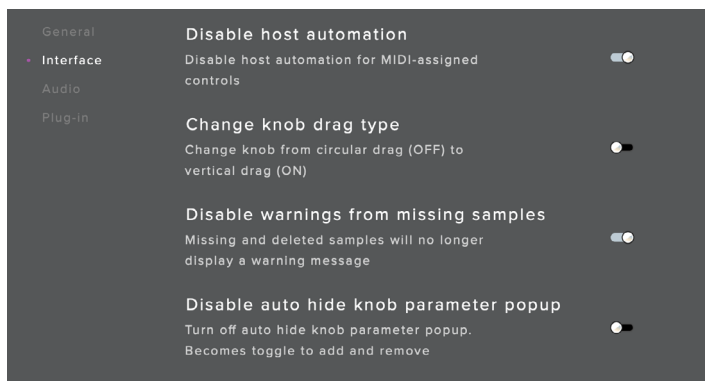
SHOW KEYSWITCHES

When this option is on, presets that have multiple techniques will show available keyswitches in red and the currently selected technique(s) in yellow.

GAIN UNITS

Toggle this if you want your gain to be displayed in dB instead of as a percentage.

MAKE CONTROLS GLOBAL

Common Controller values will remain when switching techniques.

DISABLE HOST AUTOMATION

Turn this on to enable the Host Automation from the DAW.

CHANGE KNOB DRAG TYPE

Change the mouse behaviour when dragging the Knob control.
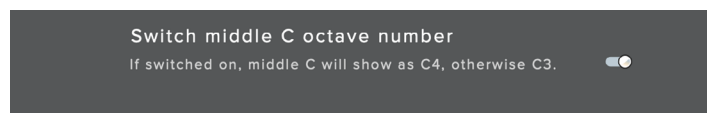
DISABLE WARNINGS FROM MISSING SAMPLES

Hide an error in the plugin top left corner which is visible when the library is missing its content.

DISABLE AUTO HIDE KNOB PARAMETER POPUP

When enabled, clicking the knob will always shows the fx controls menu.

SWITCH MIDDLE C OCTAVE NUMBER

Useful to change for different MIDI standards when using keyswitches if your keyswitches are one octave out.
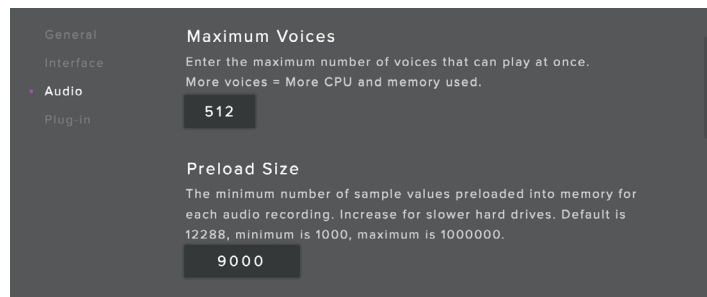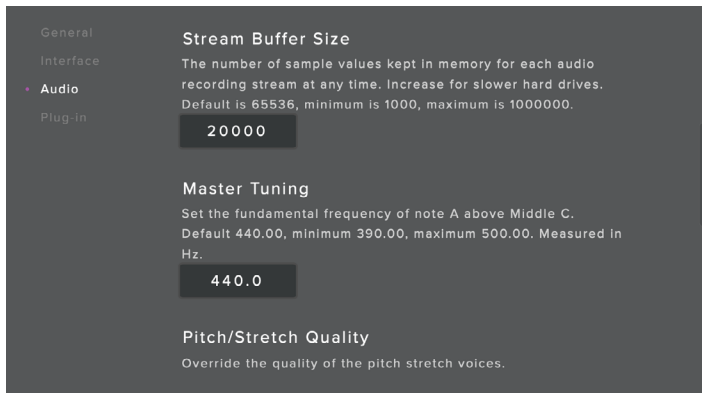

MAXIMUM VOICES

Enter the maximum number of voices that can play at once. More voices = More CPU and memory used.

PRELOAD SIZE

The minimum number of sample values preloaded into memory for each audio recording. Increase for slower hard drives. Default is 12288
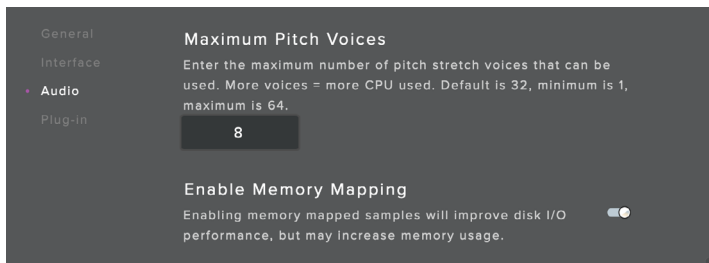
STREAM BUFFER SIZE

The number of sample values kept in memory for each audio recording stream. Increase for slower hard drives.

MASTER TUNING

Change the default tuning of the plugin. For example A = 440hz or A = 432 HZ.

PITCH/STRETCH QUALITY

This option allows you to override the default pitch/time quality to improve performance or improve audio quality. Not used in this library at this time.

MAXIMUM PITCH VOICES

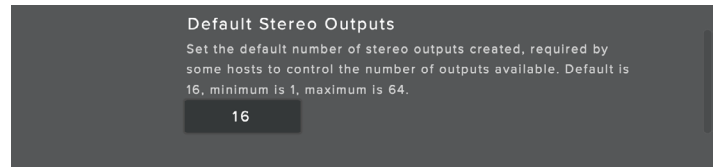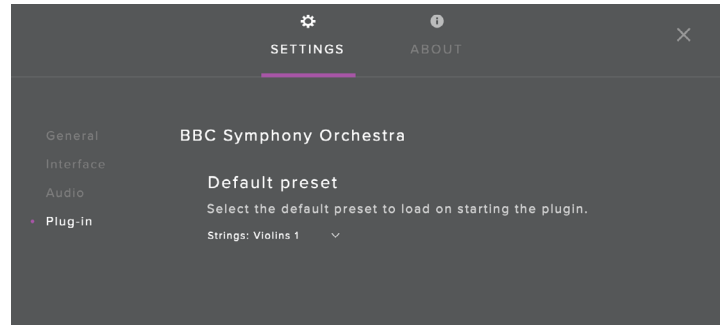Limit the number of voices triggered at any one time. Lower values can aid CPU.

ENABLE MEMORY MAPPING

Turn off for windows machines for better performance.

DEFAULT STEREO OUTPUTS

The default number of outputs for the Microphone routings.

PLUGIN

Under this heading you can choose a default preset to load, simply click on the preset name and choose your preferred preset from the list.

APPENDIX A — FAQS AND TROUBLESHOOTING

Q: WHAT ARE THE SYSTEM REQUIREMENTS?

MAC SYSTEM REQUIREMENTS

Mac OS X 10.15 - OS 12
Minimum: 2.8GHz i5 (quad-core), 8GB RAM

Recommended: 2.8GHz i7 (six-core), 16GB RAM

32 bit is no longer supported. Apple Silicon / ARM is supported.

PC SYSTEM REQUIREMENTS

Windows 10 (latest Service Pack, 64-bit)

Minimum: Intel Core 2.8GHz i5 (quad-core) or AMD Ryzen 5, 8GB RAM

Recommended: Intel 2.8GHzi7 (six-core) or AMD R7 2700, 16GB RAM

Q: I WANT TO RESET THE PLUGIN SETTINGS TO THE DEFAULT

You can delete the .settings file to reset the settings to default. This is located at:

Users/username/Music/Spitfire Audio - on a Mac

C:\Users\username\AppData\Roaming\ Spitfire Audio - on a PC.

Q: MY LIST OF PRESETS IS EMPTY, HOW DO I SOLVE THIS?

If you have moved your BBC Symphony Orchestra Library folder, you can solve this problem by using the "Locate Library" feature in the Spitfire Audio App.

If this does not solve the problem, the library likely needs reauthorising, to do this, use the "repair" feature in the Spitfire Audio App.

Q: I SEE A RED EXCLAMATION MARK IN THE TOP LEFT OF BBC SYMPHONY ORCHESTRA, WHAT DOES THIS MEAN?

This means that there is an error, you can click the exclamation mark to open a log with further details. It is likely that using the "Repair" and "Locate Library" features in the Spitfire Audio App will solve the problem but if not, contact our support team at spitfireaudio.com/support and attach the log.

Q: CAN I INSTALL ON MORE THAN ONE COMPUTER?

With our products you have two licenses. This means that you are allowed to download and install on two computers you own, say your main rig and your mobile rig. If you have purchased the library on a hard drive, you should copy the contents of the drive on to the destination machine before completing the download with the Spitfire App. If you downloaded BBC Symphony Orchestra, you can copy the library folder over to the second machine and then use the "Repair" and "Locate Library" features in the Spitfire Audio App.

Q: I CAN'T SEE THIS IN THE KONTAKT LIBRARIES PANE AND WHEN I TRY AND LOAD IT INTO KONTAKT IT SAYS NO LIBRARY FOUND

This library does not run in Kontakt, it is a standalone plug-in that you can run in your chosen DAW.

Q: HOW DO I AUTHORIZE BBC SYMPHONY ORCHESTRA ON AN OFFLINE MACHINE?

It not possible to authorise BBC Symphony Orchestra on a machine not connected to the internet. Authorisation is done with

the Spitfire Audio App and an internet connection is required.

Q: HOW CAN I REDOWNLOAD A PRODUCT?

This can easily be done via your Spitfire Audio App. To reset both your entire library download or the latest update;

• Open up the Spitfire Audio App and log in with your account email and password.

• Select the product artwork you wish to re-download

• On this page is a "cog wheel". Select this, choose "reset" from the menu. Then "Reset Entire Download" (for a full download) or (Latest Update) for the latest update.

This will reset your latest update ready for install again. You can repeat this process for any of the libraries you own.

Note that there is a limit to how many times you can reset your downloads in a certain time frame. If you do exceed your reset limit please get in touch.

Q: DIFFICULTIES IN DOWNLOADING / INSTALLING

Customers may find that they have some difficulties in the downloading process. If you find that you are having some trouble, please check the list below for possible causes:

• The formatting of your drive, if it is FAT32 this will cause errors, because there is a maximum file size with this format of 4GB and our download files will exceed this limit. To solve this problem, reformat your drive or use a different drive. We recommend NTFS on PC and Mac OS Extended on Mac. Other possible issues:

• Spitfire App freezes in the "Extracting" stage for hours. This may be because our libraries are often very large files, and this is the stage where the compressed files are extracted and placed in their final locations on the hard drive. There could be hundreds

of GB of content to unpack, so it really can take hours. If you're unsure whether it has crashed or is simply extracting files, visit the installation folder you chose when you started the install. If everything is working normally you'll see various files appearing in the folder (or one of its sub-folders).

• If your download gets stuck and is continually cycling and not resuming, please get in touch with us, giving us as much detail as possible about your set up. It would be helpful if you can tell us your operating system, where you are downloading from (your country, and also whether you're at home or work), your ISP, and whether there are any proxy servers or firewalls between your computer and the internet.

Q: I HAVE FAST INTERNET, WHY IS MY DOWNLOAD SLOW?

We have no direct influence on your actual download speeds, our libraries are hosted on Amazon S3 servers which are normally very quick but it may well be that at certain times of the day when traffic is particularly busy, your ISP may throttle your connection speeds.

We would advise you to leave your download running overnight as speeds should ramp up at less busy times. Our Spitfire App downloader aims to use as much of the available bandwidth as possible to give you the quickest possible speeds, and may take several minutes to reach its peak.

Q: CAN I TRY BEFORE I BUY?

No - it is not currently possible to demo our products.

If you go to our Youtube channel you'll see many walkthroughs containing detailed info about all our products -- you can hear them being played in real time with no smoke and mirrors!

Q: MY LIBRARIES ARE NOT SHOWING UP IN MY SPITFIRE APP

A handful of customers may find that when they log into their Spitfire App, some of their previously purchased products do not show up in the 'Installed' section or in the 'Download Ready' section either. It may be that you have purchased these under another email address. Checking other possible email addresses for your previous purchases may help to find these missing products. If this is not the case, and these missing products were purchased a few years ago, please create a support ticket telling us your account email address, and any serial numbers you may have to go with these missing products. Our support team can also merge one or more accounts together if you'd like to consolidate all your purchases in one place.

The more information we have, the quicker we can get you back up and running!

Q: HOW DO I UPDATE MY PRODUCTS?

The main premise of downloading our products is that our Spitfire App downloads into the folder you choose, so it is important to choose the folder above where you want the download to go. The best file path for our products is something very simple, a long file path will cause errors as there is a character limit on how far the Spitfire App can read. We advise a file path of something along the lines of: Samples Drive > Spitfire Audio

When it comes to downloading / updating - if you have a folder called 'Spitfire Audio' always point the Spitfire App to the folder Spitfire Audio - never go into this folder and choose the actual library in question.

Q: HOW DO I REDOWNLOAD THE LATEST UPDATE?

With the continuous improvements to our Spitfire Audio App, we have incorporated the ability to reset your own downloads.
This can easily be done via your Spitfire Audio App.
Open up the Spitfire Audio App and log in with your account email and password.

• Select the product artwork you wish to re-download

• On this page is a "cog wheel". Select this, choose "reset" from the menu. Then "Reset Entire Download" (for a full download) or (Latest Update) for the latest update.

• This will reset your latest update ready for install again.

You can repeat this process for any other updates you wish.

If you do not see the option to reset your download in your Spitfire Audio App, we would advise to download the latest version of the Spitfire App from spitfireaudio.com/info/library-manager/.

Q: I'VE BEEN WAITING AGES FOR MY DOWNLOAD LINKS?

We run all our orders through a fraud checking process. The automatic fraud check takes 20 minutes (but can take up to an hour during a very busy period, eg. Black Friday) If your order gets caught at this stage, we run a manual order check, and this can delay the processing of your order for up to 24 hours.

You should however receive an order confirmation email IMMEDIATELY upon placing your order. This confirms that your order has successfully been logged in our system and that your payment was successfully taken. Please check your junk folders before contacting our support.

CAN I DOWNLOAD ON A PC, THEN TRANSFER TO A MAC OR VICE VERSA?

Yes, you can copy the library folder and plugin files over to the second machine and then use the "Repair" and "Locate Library" features in the Spitfire Audio App. Please note that although the majority of the download can be done on a separate machine, you will always need an internet connection to finish the authorisation process.

Q: HOW DO I DOWNLOAD PRODUCTS ON MAC OSX 10.9?

The version of the Spitfire App needed to install BBC Symphony Orchestra only supports Mac OSX 10.15 and upwards.

Q: I HAVE FOUND A BUG

In some cases we can't squash them all and bugs shamefully make their way through. If you think you have found a bug, please contact us with all the relevant information;

• A description of the bug you have found

• A screencast (video) of the bug happening, or an audio example

• The exact preset name (or presets) in question and also the library giving us as much detail as possible will help us get to the bottom of the issue.

Q: WHAT IS YOUR REFUNDS / RETURNS POLICY?

If you have NOT completed the download / installation process, and bought within 14 days then we CAN refund / return your product, please contact support with your account email address and order number so we can handle this quickly. If you HAVE completed the installation process (even if you've not yet registered your serial number), please see our EULA in regards to why we do not accept refunds and returns. We can refund hard drive orders up until the point when the drive is dispatched from our office. This is usually 1-2 days after you order.

Q: I'VE FORGOTTEN MY PASSWORD?

If you have forgotten your password, please see this link spitfireaudio.com/my-account/login/, and click 'Forgotten Password'. If at some point in the past you asked us to merge two or more accounts but have since forgotten, you MAY find that the forgotten password isn't working for the email address you asked us to merge FROM. In this case, please contact support with your name, and any email addresses you think we might know about, and we'll work out what has happened.

APPENDIX B — DEFAULT CC MAPPINGS

Dynamics	1
Global Gain	7
Global Pan	10
Expression	11
Tightness	18